

## Claims Technician (Complex)

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Company: PRO GLOBAL

Location: United Kingdom

Category: other-general

Pro currently has a 6 Month Fixed Term Contract for a Claims Technician to join our Complex Team.

Pro has UK office locations in London, Glasgow, Gloucester, Horsham and Liverpool and operates a flexible working policy with regard to location and remote working. The post holder may be required to travel between these locations when necessary.

Reporting to the Claims Manager, the Claims Technician will handle a caseload of asbestos-related disease and other respiratory claims, to include the following:

- Mesothelioma
- Lung Cancer
- Asbestosis
- Diffuse Pleural Thickening
- Other respiratory claims
- Managing all diaries and post within the agreed SLAs
- Liaising with solicitors and brokers
- Developing effective business relationships internally and externally
- Maintain accurate records for auditing and regulatory purposes
- Identifying potential fraud
- Proactively support the team in their achievements and overall business objectives
- Provide technical advice and guidance to external clients
- Oversight of PLF in respect of any litigated claims to ensure the case strategy is appropriate
- Contribute to projects relevant to the sub vertical

- Strengthen Client Relationships
- Represent Pro in a Professional manner to both peer and potential marketplace acquaintances

#### **Required Skills:**

- Good background in EL/PL disease claims including: Lung Cancer, Mesothelioma, and other asbestos-related claims
- Ability to work towards Service Level Agreements
- Effective communication and key stakeholder relationship management skills
- Knowledge of claims handling and impacting legislation in respect of asbestos-related disease claims
- Claims Handling Authority/Licence appropriate to the work type
- Adaptable to change
- Strong relationship building skills and a professional and approachable manner
- Coaching/Mentoring skills

#### **Subject Matter Expertise:**

- Technical background relating to EL/PL asbestos-related claims is essential
- Experience in other claims is a distinct advantage

By submitting your personal data to Pro Insurance and by using our website, you give your consent that all personal data you submit as part of your application may be processed by us in the manner and for the purposes described in our HR applicant privacy policy.

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#### **Cross References and Citations:**

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